



National Finance Center Customer Notification

Date of Notification: August 15, 2011

Subject: Military Deposit Processing

Database/Customer(s) Affected: All

Dear Customer:

Effective July 3, 2011, the National Finance Center (NFC) realigned the military deposit processing function into a separate section, the Military Deposit and Reconciliation Section (MDRS). Prior to this realignment, separate distinct NFC organizations were involved in processing Post 56 military deposits. These included the Administrative Billings and Collections (ABCO) Section and the Payroll Reconciliation/Retirement Section (PRRS).

The purpose of the realignment is to improve the efficiency of military deposit processing and to provide better customer service. Regulatory and operational changes, along with significant increases in both the volume and complexity of the military deposits received, provided NFC with the opportunity to address workflow issues to meet customers' needs.

In order to streamline the entire process, ensure accurate and timely processing, develop more responsible caseload tracking, and establish reliable performance metrics, NFC will treat Post 56 military service deposit accounts as a single product line and consolidate all functions under one organization.

The MDRS should be fully operational by September 30, 2011. We are currently in a transition period; therefore, additional time may be needed for processing accounts and inquiry responses.

"Tip of the Week"

Pay Period Calendars by Calendar Year and Accounting/Pay Period Calendars by Fiscal Year are available for downloading on the NFC Homepage under the Forms tab.

Effective immediately, agencies are requested to begin mailing all military deposit packages to the following address/es:

Regular Mail:

National Finance Center
Military Deposit and Reconciliation Section
P.O. Box 60002
New Orleans, LA 70160

Overnight Mail:

National Finance Center
Military Deposit and Reconciliation Section
13800 Old Gentilly Road
New Orleans, LA 70129

MDRS may be contacted at 504-426-4000 or 1-855-675-2282; Fax 504-426-9795 or via email at MDRS@nfc.usda.gov.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized agency representatives with questions concerning this notification should contact NFC's Client Management Branch at Customer.Support@nfc.usda.gov.

JKC/M6-11- 081

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